

B<sup>1</sup>d

wherein steps (a) and (b) comprise a single query.

9. A system for funneling voice portal user responses to determine a desired item or service, the system comprising:

5 a user interface; and

a database coupled to the user interface, the user interface coordinating communications with a user, the database storing information regarding attributes, attribute vocabulary sets, and Internet-based information;

B<sup>2</sup>

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whereby the user interface

(a) establishes an attribute value associated with a particular attribute of a desired item or service; and

(b) determines if the attribute value identified satisfies an end state, wherein if the end state is not satisfied, performs steps (a) and (b) with a new particular attribute.

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23. A computer program product comprising computer readable program code for identifying user inputs to a voice portal system, the program code in the computer program product comprising:

first computer readable code for performing:

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(a) establishing an attribute value associated with a particular attribute of desired item or service; and

second computer readable code for performing:

(b) determining if the attribute value satisfies an end state, wherein if the end state is not satisfied, performing steps (a) and (b) by said voice portal with a new attribute;

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wherein steps (a) and (b) comprise a single query.

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